Juvenile Justice Automation

Electronic Case Management Systems
Overview

Course Objectives

- Identify automation systems used for juvenile data tracking
- Describe interrelationship between data tracking systems
- Understand importance of data quality (input)
- Recognize report capabilities (output)
- Identify automation system user support resources

Facilitate work of the courts

Importance of Automation Systems

- System reminders for work that needs to be accomplished
- Documentation of work completed
- Details for current juvenile activity and juvenile history
- Information readily available for you and others

Increase effectiveness of case management

- Data for informed decision making
- Tracking juvenile progress while on probation
- Information for review and research

Over the past 2 weeks you have been learning about the various responsibilities of probation officers. In this session we are going to talk about how we use automation systems as we accomplish those responsibilities. [THIS HERE OR ON SLIDE 1?]

Automation systems help facilitate our work by reminding us of tasks that are upcoming or need to be scheduled. As work is being completed it is tracked so the information is available to ourselves and others (supervisors, managers, AOC). For example, we might use information in iCIS or JOLTSaz know we are ready for an upcoming court hearing or our supervisor can review to see that we have been making the required contacts with our assigned probationers. Information previously tracked provides us with history for a juvenile newly assigned to us. Automation systems are our primary source of data. Information must be entered into an automation system so we have documentation. (We often say if it is not in JOLTSaz it didn't happen)

The use of automation systems also helps to increase our effectiveness as we manage cases. The availability of data in our automation systems facilitates informed decision making. Automation systems allow us to easily track a juvenile's progress while on probation to ensure assigned services and programs are completed and are effective. Data is also available to department leadership and the AOC for tracking the overall effectiveness of probation and juvenile justice statewide.

Automation Systems

Case Management

- Juvenile On-Line Tracking System (JOLTSaz)
- integrated Court Information System (iCIS)
- Justice Tools



- Justice Tools
- Arizona Youth Assessment System (AZYAS) Web Portal



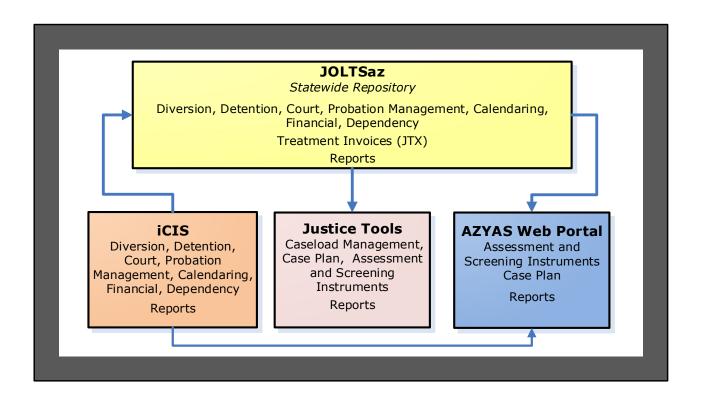
Here we want to provide an introduction to the various automation systems (What are the systems and who are the users)

JOLTSaz: Juvenile Case Management system. Primary users from Pima and the Rural counties completed data entry in JOLTSaz. Pima hearing information is not in JOLTSaz. (it is in AGAVE) Some Maricopa data is imported into JOLTSaz. Delinquency data can be viewed in JOLTSaz by all counites regardless of which county initiated the data entry. Maricopa users can get view only access to JOLTSaz.

iCIS: Juvenile Case Management system. Only Maricopa users can complete data entry or view information in iCIS. Data populates to JOLTSaz near real time.

Justice Tools: Probation Management and Juvenile Assessments/Screening instrument tracking system. Includes the Detention Screening instrument, Disposition instrument, Residential instrument and Residential instrument. Entry and view of data available only to Pima users. Probation management tracking includes PO contacts and notes, assigned consequences/services and a case plan.

AZYAS web portal: Juvenile Assessments and Screen instrument tracking system. Includes the Detention Screening instrument, Disposition instrument, Residential instrument and Residential instrument. Entry and view of data available only to Maricopa and Rural users. Cannot see assessment information cross county.



Here we see each of the primary automation tracking systems and the type of data tracked in each system

JOLTSaz

- Statewide data repository which contains information for diversion; detention; court (petitions, recommendation matrix); probation management (Services/Accountability, PO contacts, warrants etc.); calendaring; financial information; dependency (dually involved indicator); and treatment invoices
- JOLTSaz contains data for all 15 counties (Data imported from Maricopa iCIS; Pima tracks court and some juvenile information in JOLTSaz)

iCIS

- Tracks all of the same type of information as JOLTSaz with the exception of treatment invoices

Justice Tools

- Tracks some caseload management data such as accountability, PO contacts (not in JOLTSaz) Case Plan; Also tracks Assessment and Screening instruments

AZYAS Web Portal

- Tracks Assessment and Screening instruments and allows for case plan generation All systems have reporting capability

Interrelationship between systems

JOLTSaz – receives data from iCIS AND sends data to Justice Tools

iCIS – sends data to JOLTSaz near real time (some data *not* brought over to JOLTSaz e.g. PO contact notes, financial payment details)

Justice Tools – receives data from JOLTSaz

AZYAS web portal – receives data from JOLTSaz

Cross county tracking of juvenile data

- Juveniles referred in two or more counties may have data in different systems (e.g. JOLTSaz and iCIS OR JOLTSaz and Justice Tools)
- Data in JOLTSaz entered by one county may be viewed by other JOLTSaz counites, but may not be able to be updated by a different county
 - The two points above are key for juveniles on courtesy supervision or when transferred between counties
- For the most part data entry is completed in only one system, but data may be able to be viewed in more than one system for example data is entered in JOLTSaz can be viewed in AZYAS or Justice Tools



- Juvenile referred only in Maricopa
- Report which identifies the high need areas to address for a juvenile
- Information for a juvenile referred in your county who also has a history of referrals in Maricopa and Yuma
- Probation officer contact notes for
 - PO from Maricopa County
 - PO from Pima County
 - PO from a Rural County

Juvenile referred in Maricopa

Answer = iCIS for all data OR JOLTSaz for most probation data, other counites may need to contact Maricopa for information not found in JOLTSaz

Report which identifies the high need areas to address for a juvenile

Answer = AZYAS for Maricopa and Rurals OR Justice Tools for Pima

Information for a juvenile referred in your county who also has a history in Maricopa and Yuma

Answer = JOLTSaz, but may need to follow-up with Maricopa for any data not found in JOLTSaz

Probation officer contact notes for

PO from Maricopa Answer = iCIS

PO from Pima Answer – Justice Tools PO from a Rural county Answer = JOLTSaz

Please note that based on our review of where to find information it is important to consider that you may need to contact a PO in another county to get more information about a juvenile or a case.

Activity in Mentimeter (or other polling tool) or group discussion

Data Quality = Data Confidence



Accurate

Data is entered correctly



Complete

All data is entered for every process



Timely

Data is entered as soon as possible

Not only is having information easily available in our automation systems helpful, but local and state policy requires that information is accurate, complete and is entered in a timely manner. This includes the data entered by us or others.

Data Quality Assurance focuses on information which is: Accurate

- Ensure data is entered exactly as is on source documents, observed activity, etc. Data on Referral needs to be verified as move through the system Complete
- Ensure all data is entered for all tracked processes.
 Example: for a juvenile assigned to community work service need to track assigned hours AND when the hours are completed
 Timely
- Enter data as soon possible once information is received or activity takes place
- Local policy drives timelines for data entry for some areas

Your Role in Ensuing Data Quality

Data entry

- Accuracy of data input
- Awareness of consistent business practice for data entry
- Utilize code table definitions
- If in doubt check with your supervisor or county coordinator

Data used/reviewed during course of your work

- If you notice incorrect data in a system please say something
 - Notify county coordinator or person responsible for the data entry
 - Confirm data clean-up is completed
 - Redistribute documentation/report with corrected information as needed

In your position you will likely be responsible for data entry into one or more automation system. And you will be a key user of information which is entered by other users. Our automation systems are the primary source for information. This is the first place you and others will look to review and verify details about juvenile cases. It is critical that data is entered into the automation systems. Equally as important is the quality of data in the systems we utilize. Data quality assurance is major focus for all of the automation systems.

When completing data entry accuracy is of upmost importance. Consistent practices have been documents for various business process in your department. Some are department wide while some are system or statewide. You should learn about these consistent practices during your specific automation trainings. Additionally, there is documentation which provides definitions which are helpful when completing data entry. We will review how to access this documentation a little later in the training.

As primary users of information tracked in the automation systems you will not only want to feel confident the data is accurate, but it is also your role to help ensure it is. If you are not responsible for the data entry please notify someone who can facilitate the data cleanup. You will want to follow-up to ensure the correction was made and you might need redistribute documentation or reports that had the incorrect information.

Each department has County Coordinators responsible for data clean-up. They are a great resource to assist you with this effort. (We will talk more about the county coordinators later in the training)

Your Role in Data Quality Reviews

Annual Stand Down

- Takes place once each year
- You will likely take part in this process
- Paper file to Automation system comparison
 - PO's compare caseload files to JOLTSaz or iCIS
- Findings reported to AOC

Quality Assurance Reports

- Review and clean-up facilitated by county coordinators
- Clean-up may be assigned to those who do the data entry
 - You could be asked to assist with this task
- Monthly review by AOC

Operational Reviews

- Departmental review conducted by AOC
- Findings provided to local leadership
 - You could be asked to assist with this process

You will also play a role in data quality reviews which take place

Annual Stand Down

This is conducted one each year and as a PO you will likely take part in this process. You will be asked to compare the count of your paper files to your automation files in iCIS or JOLTSaz. Findings from the Stand Down are reported to your supervisor who in turn provides the information to the AOC

Quality Assurance reports are provided to the Court Coordinators on a regular basis (usually monthly). These reports indicate systems errors which need to be corrected. Many coordinators distribution these report to the staff responsible for the data entry so you may asked to assist with this clean-up effort. These reports are also reviewed by the AOC so we can work with counties who need assistance with data clean-up efforts.

Operational Review are departmental reviews conducted by the AOC. This includes a review of system data. Finding may be presented by the AOC regarding data quality. This information may be provided to you for review and or data clean-up.

Activity:
Explore the importance of data quality

• Review scenarios in which data is entered incorrectly or is missing
• Determine impacts to juvenile's case based on inaccurate data
• Immediate impacts
• Long-term impacts

Activity = Instructor led group discussion

We will be reviewing 4 scenarios in which some data was incorrectly entered or was not entered into one of our systems.

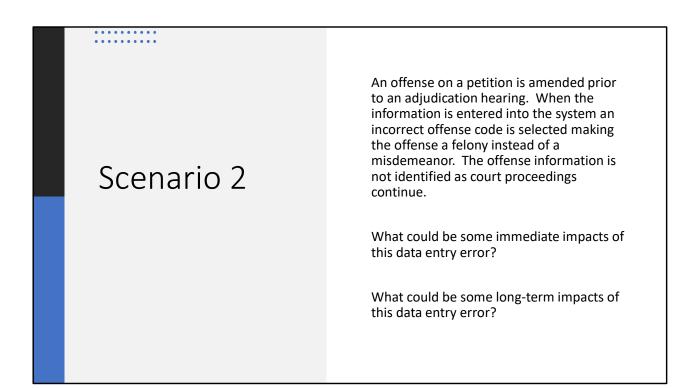
After we review each scenario we will discuss impacts on the juvenile case based on having incorrect or missing information. Impacts can be immediate which would be for a decision or activity that is about to take place in the process.

We will also talk about long term impacts if the incorrect or missing information is not noticed or someone does not report it so it can be corrected. So a decision or activity one the case has been in process for some time.

A referral is received by your department. The juvenile's date of birth is entered with a year that is one year prior to the juvenile's actual birthdate. The system incorrectly calculates the juvenile's age based on the date of birth data entry. The actual age is not verified with the juvenile. What could be some immediate impacts of this data entry error? What could be some long-term impacts of this data entry error?

Immediate Impacts
AZYAS – incorrectly answer age at first offense
Community restitution or treatment service not for appropriate age group

Long term impact
Direct File decisions
Detention - detainment of 18 year old



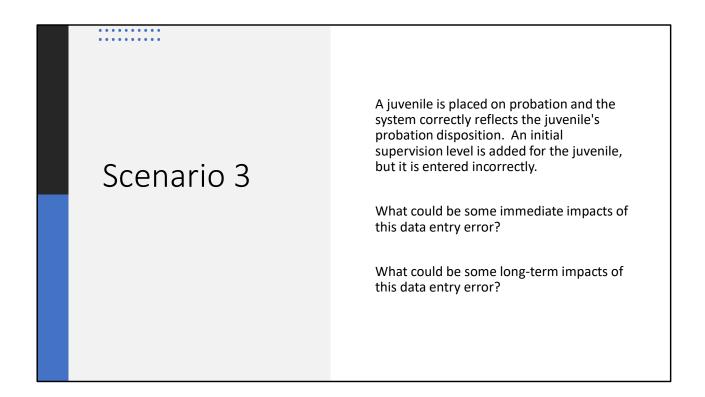
Immediate Impacts

Incorrect Recommendation Matrix cell assignment
Disposition decision not based on actual adjudicated offense

Long term impact

Direct File decision based on prior number or previous felony offenses Juvenile record sent to NICS

Background checks by military recruiters and educational institutions



Immediate Impacts

PO contacts not being made according to contact standards

Long term impact

Supervisor will detect noncompliance with contact standards
Departmental Op Review will detect noncompliance with contact standards

A juvenile is referred to the department for a criminal damage offense. The referral is received from law enforcement, but no victim form is attached. There is no follow-up to obtain the victim form therefore no victim data is entered into the system. What could be some immediate impacts of this missing information? What could be some long-term impacts of this missing information?

Immediate Impacts

Victim is not notified that the of detainment or scheduled hearings Victim is not contact to determine restitution amount

Long term impact

Restitution payments are not made to victim

Departmental Op Review will detect noncompliance with victim notification and data entry requirements

Using Automation System Information

Each Automation System has reports available to you

- Case Management Reports
- Management Reports
- AOC Reports

Reports provide system output to:

- Monitor and manage caseloads
- Facilitate informed decision making
- Assess how we are doing
- Evaluate evidence-based practices

One of the most important tools automation systems provide to you is reports. These reports assist you with case management, as well as provide department and AOC leadership with valuable information. The types of reports available in each system varies. We will talk more specifically about the various type of reports in a moment.

Automation system reports provide data to:

Enhance caseload management

Provide information for key decision points throughout the juvenile justice process Inform us how we are doing – with each juvenile case, as a department and as the juvenile justice system as a whole

Evaluate effectiveness of evidence-based practices so we keep doing what works best for the youth we serve

- Designed for PO's and supervisors
- · Assist PO's with caseload management
- Provide supervisors with management tools
- Provide data for case related decision making
- Example of Case Management reports:
 - Juvenile Snapshot
 - Juvenile Profile

Case Management Reports

Case Management reports are designed specially to be utilized by PO's and/or supervisors

Some of these reports provide details to assist PO's with monitoring caseloads. These reports can help us assess if what we are trying with a juvenile is working or if we need to try something different

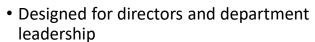
Other reports are designed to give supervisors management tools

Reports are also used for case related decision making at key decision points

A couple examples of Case Management reports are the Snapshot and Profile report If you have used JOLTSaz or iCIS you have likely used one or both of these reports. These reports are both available in JOLTSaz and iCIS

- The Snapshot report is just that a Snapshot of key information for a specific juvenile
- The Juvenile Profile contains most every piece of data entered into JOLTSaz for a specific juvenile
 - The Juvenile Profile is often used cross county for a complete view of a juveniles current and prior activity in the system

HANDOUTS of Snapshot and Profile



- Provide overview of department as a whole
- Support management decisions
- Support funding requests
- Example of Management Reports:
 - Probation Population report



Management reports are designed for department directors and leadership

These reports are often summary type reports which provide date for a department as a whole

These reports often have a specific department focus such as supporting management decision or funding requests

An example of a Management Report is the Probation Population report

- This report provides totals of juveniles on probation
 - A detailed report is also available to confirm the summary data if needed

HANDOUT – Probation Population Summary report

Overview of statewide data Support funding requests Review of trends Example of Statewide Report: Court Counts Publication Op Review Capacity Reports

AOC reports look at the statewide perspective

These reports are used for supporting statewide funding request and to review juvenile justice trends in Arizona

Examples of AOC reports are:

- Court Counts Publication (publicly available)
- Operational Review reports
- Diversion and Probation Capacity Reports



- Review and analysis of data
 - Evaluation of effectiveness of consistent practices
 - Evaluation of trends
- Research efforts conducted by:
 - AOC and County Researchers
 - Partnerships with Academia
- Example of research efforts
 - Equitable Treatment of Minority Youth Report Card

A last way automation system information is used is for research efforts

These efforts allow for the review and in-depth analysis of data

- evaluation the effective of our business practices to determine which work best for our probation population
- Evaluation of trends to help determine the best use of our services and resources

Research efforts are worked on by the AOC and county research resources. Additionally, we have contracted with Universities and outside Researchers to conduct evaluations such as the validations of assessment instruments

An example of an in-house research effort is the Equitable Treatment of Minority Youth Report Card (publicly available)

Automation Systems User Support

- County Coordinator in each department
 - Liaison with AOC
 - Statewide coordination
 - Experts in use of automation systems
- iCIS and Justice Tools
 - Department email address to report issues to internal support group
 - Support process details provided by department
- JOLTSaz and AZYAS Web Portal
 - County Coordinator is first line of support
 - Submit Remedy ticket for reported issues







Each county has one or more staff designed at the JOLTS County Coordinator. These staff provide support for all automation systems, not just JOLTSaz.

Coordinators work with AOC automation staff to patriciate in statewide automation system user groups and workgroups. Coordination includes discussing and documenting consistent data entry practices and defining code table values.

Coordinators are the system experts and provide initial support for issues you might encounter with one of the automation systems. They can often answer questions on system use or regarding information found in one of the systems.

For iCIS and Justice Tools users your department has an email address they will provide to you in case you encounter an issue with either of these systems. Your message will be routed to your County Coordinator or to your departments support group depending on the issue. You department will provide the automation support details for your systems if that has not already been provided.

For JOLTSaz and the AZYAS Web Portal your County Coordinator is your first support resource. If they cannot resolve your issue they will route the information to the AOC for additional support.

A listing of JOLTS County Coordinators is provided on the AOC Juvenile Automation SharePoint site we will share with you shortly.

Training Resources

Training Classes

- By Department or AOC
 - In Person
 - Virtual
 - Computer Based

User Documentation

- How to use system
- Includes best practices followed by system or statewide
- Code table definitions

Training on the various automation systems you will utilize will be provided to you (if it has not already been provided)

Training may be provided be your county or by AOC staff. Either way it will be coordinated by your department.

Training sessions are provide

In Person – One on One or classroom style which may include hands on training Virtual – This may also include a hands on portion of the training Computer based classes are completed independently most commonly with a training video.

User documentation us available for the various automation systems. This includes documentation on how to use the system.

Additionally there are documents which provide details and user entry steps for practices which are consistent to either an automation system or statewide. This documentation is made available on the AOC SharePoint site or by your department. Following these best practices ensure the data quality we discussed earlier in the presentation Definitions for code table values are also documented. These are available on the AOC

SharePoint site and also promote data quality.

Accessing Support and Training Resources

Azcourts.sharepoint.com/sites/JOLTSaz

- County Coordinator list
- Training Manuals and Documents
- Cross County Standardization
- Code Table Definitions



To conclude this session we will review the AOC SharePoint Site On this site your will find List of JOLTS County Coordinators
Training manuals, documents and video for JOLTSaz and AZYAS
Cross County Standardization (best practices) documentation
Code Table definitions



Are there any questions regarding the material shared in the class today?



We have provided contact information if you have any general questions regarding automation in the future.